

CONTACT CENTER SYSTEM

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- International: *H04M3/51; H04L12/56; H04M3/42; H04M3/50; H04L12/56; H04M3/42; (IPC1-7): H04M3/51; H04L12/56; H04M3/42*

- European:

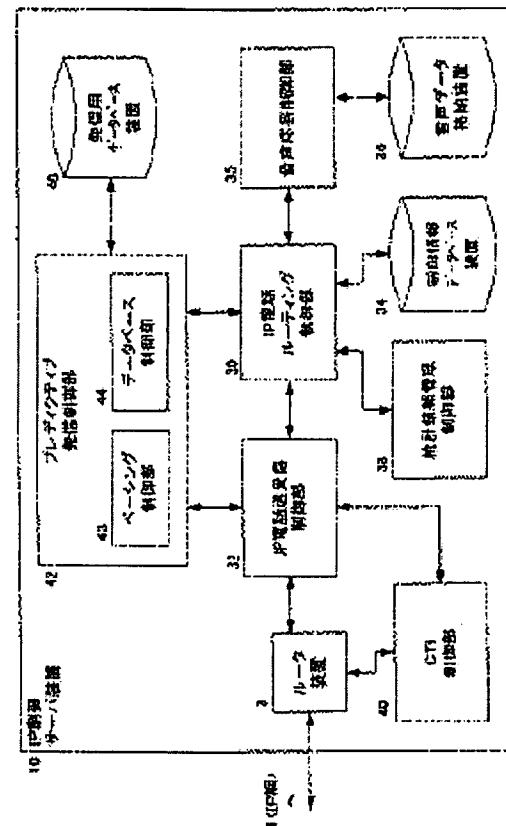
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Abstract of JP2004104353

PROBLEM TO BE SOLVED: To provide a contact center system capable of providing CTI (Computer Telephony Integration) corresponding to an IP phone and operating a contact center utilizing the features of the IP phone.



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